## CAMBRIDGE CONSUMERS' COUNCIL



831 Massachusetts Avenue Cambridge, MA 02139 Tel: (617) 349-6150 TTY: (617) 349-6112 Fax: (617) 349-6148

website: www.cambridgema.gov/consumer

ID #	
Staff	
Open Date	
Close Date	
Disposition	
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## CONSUMER COMPLAINT FORM

CONSUMER/Your Name	BUSINESS/Complaint Against	
Name	Name	
Street	Mailing Address	
City/State/Zip	City/State/Zip	
Phone # (home)	Phone #	
Work (other) #	Owner/Manager	
Product or service involved:		
Cost of product or service:	Amount paid to date:	
Date of transaction: Was a contract signed:		
Did you pay by cash? check? credit	card? installment plan/loan?	
Have you complained directly to business: in person -	by phone by letter	
What is the nature of your complaint:		
What outcome do you seek:		
<u>If a motor vehic</u>	cle complaint:	
Make/Model:	Purchased: new used	
Year: Vehicle Ident	ification #	
Mileage at purchase Current mileage	Purchase price	
Are you 60 years or older? yes no		

Please sign this complaint form below after describing your complaint in detail. Tell us relevant names, dates, places, etc. especially telling us what action you have taken to resolve the dispute and how the business has responded to you. Be sure to include clear photocopies of all receipts, sales contracts, warranties, claim checks, and other documents to support the facts set forth in this complaint.		
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s	IGNED UNDER THE PAIN AND PENALTIES OF PERJURY	
Date	Consumer's Signature	

## **CONFIDENTIALITY**

We will respect your request for confidentiality within existing legal standards. Please be aware, however, that under Massachusetts Law the facts set out in your complaint and in some cases your name and address could be considered a public record and released to interested persons. If you request it below, we will attempt to delete your name and address before releasing a copy of this complaint.

- YES, you may release my complaint and my name and address to parties legally entitled to this information under Mass. public records law.
- D NO, please do not release my name except to the party mentioned in this complaint.